



CONNIE LACHOWICZ
Director

South Kingstown Public Library

Peace Dale Library
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February 26, 2003

Ms. Anne T. Parent
Chief of Library Services
Rhode Island Office of Library and Information Services
One Capitol Hill
Providence, RI 02908

Dear Ms. Parent:

I am writing to say how much we and our patrons depend on the services provided by the Office and Library of Information Services, and how well we feel those services are delivered by the staff at OLIS, with special reference to Kelley Lima of the Interlibrary Loan Clearinghouse.

We are most appreciative that OLIS offers the opportunity to borrow books through the nationwide OCLC database. This opens up libraries across the United States to our patrons. In 2002 we obtained 203 books from this system. In 2003 we have already requested 52, and we are only 6 weeks into the year.

Beneficiaries of this system at our library include students (from high school to Ph.D candidates), genealogists, job seekers, patients and health care professionals looking for specialized medical information, writers, and many others. Patrons come to this library because they know we will gladly try our best to acquire what they need. We receive over 90% of what we request and we are pleased to be able to participate in the long-standing tradition of interlibrary loan. We also send out books to libraries who request them from us.

The staff at OLIS have made using this system very easy for us. Kelley in particular is prompt and efficient and keeps things running very smoothly. Most of the mechanics of the system are electronic and paperless.

We are most appreciative of the efforts of OLIS to provide this service to public libraries around the state, and to Kelley in particular for keeping it running.

Sincerely,

Jessica B. Wilson
Interlibrary Loan Librarian

BRANCHES:

Robert Beverly Hale Library • 2601 Commodore Perry Highway • Wakefield, Rhode Island 02879 • 401-783-5386
Kingston Free Library • 2605 Kingstown Road • Kingston, Rhode Island 02881 • 401-783-8254